One year has gone by since you closed on your new home. We hope you have found your home and The Villages to be a fantastic place to live.

As you are aware, the materials and workmanship portion of your One-Year Limited Warranty has expired. We hope you have had the opportunity to read through your Homeowner's Use and Care Manual that describes in detail the use and care of items throughout your home. If you have not had the chance to read through this we highly encourage you to do so. Click the following link to view: **Homeowner's Use and Care Manual**

I would also like to take this opportunity to introduce you to the Construction Services still available to you through our Warranty Department. They will be responsible for the remainder of your 2-year systems warranty and the remainder of your structural warranty. We have enclosed a copy of the descriptions of these warranties and these services for your review. If you have any issues with these items you can call our Warranty office at (352) 753-6222.

We have also attached a link for our survey that we would like for you to please fill out. A large portion of our success here in The Villages is dependent on customer feedback. Please use these guidelines when answering the questions.

- Use the following scale, 6 (Extraordinary) to 1 (Below Average), when completing the "Rating" portions of the survey.
- When sharing your thoughts and observations in the "Comments Box," please tell us what behaviors or features impressed you or should be changed.

Click the following link to fill out the survey: **Home Warranty Survey**

I hope you have enjoyed your first year with us here in The Villages.

Sincerely Yours,

Dennis Stradinger
Vice President of Residential Construction

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Construction Services

The Warranty Department also acts as a resource for Villages Homeowners whose homes are over one year old. The department maintains a listing of independent contractors which homeowners can contact to handle the typical maintenance and repair situations associated with home ownership.

Many items selected by homeowners for their houses have individual product warranties. The Warranty Department maintains a list of these manufacturers and their representatives to assist any homeowner who may want to contact the manufacturer directly. In some cases, should a homeowner experience difficulty in communicating with a manufacture, The Warranty Department can attempt to intervene on the homeowner's behalf.

Warranties are typically subject to certain conditions and time limits. In order to be able to take full advantage of warranties, The Warranty Department encourages Homeowners to get to know their entire new home. For example, guest rooms, baths and closets should be explored and used. This will ensure that you'll be aware of any attention need as it arises, while giving you full enjoyment of your home.

The Villages® Residential Construction and Home Warranty
1000 Lake Sumter Landing | The Villages, Florida 32162
Direct: 352.753.6222
Construction.Services@TheVillages.com | www.TheVillages.com
www.TheVillagesHomeWarranty.com

The Villages Construction Services Department (352) 753-6222

HOME OWNER'S MAINTENANCE

Continually review your Villages Use and Care Manual which is now available online thru the Warranty Link at thevillages.net

Carpet * Professionally cleaned: Manufacturer recommends heat extraction method		Once a year
GFCI Outlets/Breakers and ARC Fault Breakers * Test and re-set		Monthly
Caulking * Areas to inspect -Counter tops -Sinks -Tile Showers -Exterior Thresholds		Inspect every few months; caulk as needed
Lint filter in Dryer * Lint in air filters may cause vent to clog up and cause dryer to work improperly		Clean vent periodically on roof (Every 6 months) Clean lint from dryer on every load
Change Batteries in Smoke and C.O. detectors-9-volt		Every 6 Months
Change Air Filter-Call you're a/c contractor		Every 6 months to 1 year
Flush Condensation Line with warm water-1 gallon		Every 6 Months
Exterior Fiberglass Doors with Stain Finish *May need to redo top coat yearly to prevent drying and cracking		Check Annually
Block Homes * Areas to inspect -Exterior cracks: Caulk and repaint as needed -Check caulking around exterior windows -Your home may need to be re-painted within 3-5 years * Block homes require cleaning with a mild detergent		Inspect Every Few Months Once a year
Frame Homes * Siding will need to be washed		Every 6 months

Tips

* Scented candles can put smoke into your air system and cause darkening around doors and air vents.
* When adding landscaping stay out of drainage swales and away from utility set backs.
* Consider adding donuts around your sprinkler heads to protect them from damage or over growth.
* Avoid using toilet bowl cleansers with bleach additives as they will deteriorate the working parts of the tank.

NOTES:

The following has been copied from the HBW Booklet:

HBW Asset Protection Program Limited Warranty

ITEMS COVERED UNDER THE 2-YEAR SYSTEMS COVERAGE

Deficiency	Construction Quality Standards	Builder/Warrantor Responsibility	Exclusion
Leakage from any piping.	Leaks in any waste, vent and water piping are deficiencies.	Builder shall make necessary repairs to eliminate leakage.	Condensation on piping does not constitute leakage, and is not a deficiency, except where pipe insulation is required.
Sanitary sewers, fixtures, waste or lines are clogged.	The Builder is not responsible for sewers, fixtures, or drains that are clogged because of Homeowner's negligence. Sanitary sewers, fixtures, waster or drain lines that do not operate or drain properly due to improper construction are deficiencies.	When defective construction is shown to be the cause, Builder shall make necessary repairs. If Homeowners's actions or negligence is the cause, the homeowner is responsible for correcting the problem. Homeowner is liable for the entire cost of any sewer and drain cleaning service provided by Builder where clogged drains are caused by Homeowner's actions or negligence.	Builder is not responsible for drain sewer lines that extend beyond the property lines on which the Home is constructed.
12.3 *Water Supply* Water supply system fails to deliver water.	All service connections to municipal water main or private water supply are Builder's responsibility when installed by Builder.	Builder shall repair as required if failure to supply water is the result of deficiency in workmanship or materials.	If conditions exist which disrupt or eliminate the sources of water supply that are beyond Builder's control, then Builder is not responsible.
12.*4 Heating and Air Conditioning* *Refrigerant lines leak.*	Builder-installed refrigerant lines or ground loop pipes that develop leaks during normal operation are deficiencies.	Builder shall repair leaking lines and recharge the unit as required.	Leaks due to homeowner's actions or negligence are are excluded.
Ductwork separates, becomes unattached.	Ductwork that is not intact or securely fastened is a deficiency.	Builder shall reattach and re-secure all Separated or unattached ductwork.	
13 **Electrical System** 13.1 *Electrical Conductors* Failure of wiring to carry its Designed load.	Wiring that is not capable of carrying the designated load, for normal residential use to switches, receptacles, and equipment, is a deficiency.	Builder shall check wiring and replace if it fails to carry the design load.	

The following has been copied from the HBW booklet page 2:

You means the person(s) who holds title to the Home, **Home** means the dwelling and does not include outbuildings nor any appurtenant structure or attachments to the dwelling, other than garages or attached carports (SECTION VIII Exclusions), and **Builder** means the Builder as listed on the Application for Home Enrollment. **Effective Date of Warranty** is your closing date, first title transfer or the date you or anyone else first occupied the Home if that was before closing. For FHA/VA homes, the Effective Date of Warranty is the date of closing. **Condominium** means a multifamily residential dwelling, each title holder of which has 100% ownership of his own unit and partial ownership of common elements such as hallways, walkways, elevators, and owns the land wholly in common. **Application for Home Enrollment** is the document, which provides proof of warranty coverage for a certain address, and the coverage provided by your Builder. **Limited Warranty** means the express warranty described by the terms and provisions contained within this booklet. **HBW** means a warranty company. **Warranty Term** is the period during which a warranted defect must first occur in order to be covered hereunder, and is that period which begins on the Effective Date of Warranty as defined above and ends one, two, ten or fifteen years thereafter. **Warranty Limit** is defined as the original sales price of the Home as stated in the Application for home Enrollment. **Defect** is defined in each instance as failure to meet the Construction Quality Standards for workmanship and systems as set forth in this Agreement. A **Common Element** is any portion of the structure in which enrolled units are located which is defined as common element in either the state condominium law or in your Declaration of Condominium. **Common Element Stairways and Landings** are defined as areas that are maintained by the Homeowners Association or someone other than the owner/occupant of the particular unit. **Structural Defect** is defined as actual physical damage to the designated load-bearing elements of the Home caused by failure of such load-bearing elements which affects their load-bearing functions to the extent that your Home becomes unsafe, unsanitary, or otherwise unlivable. All four parts of this definition must be satisfied in order for a condition to qualify as a **Structural Defect**. This coverage is the same as that contained in regulations of the Department of Housing and Urban Development in effect at the time of the issuance of this Warranty. This is coverage for catastrophic failure of load-bearing elements of your Home. The designated load-bearing elements that are covered under this structural warranty are:

1. Foundation systems and footings;
2. Beams;
3. Girders:
4. Lintels: **9yrs remaining-Call Warranty**
5. Columns;
6. Roof sheathing only if your Home has original FHA/VA financing still in effect;
7. Walls and partitions;
8. Roof framing systems; and
9. Floor systems.

Examples of elements not covered by this structural warranty which are deemed NOT to have Structural Defect potential are:

1. Non-load-bearing partitions and walls;
2. Wall tile or paper, etc.;
3. Plaster, laths, or drywall;
4. Flooring and sub-flooring material;
5. Brick, stucco, stone or veneer;
6. Any type of exterior siding;
7. Roof shingles, roof tiles, sheathing, and tar paper;**-4yr courtesy on roof leaks-Call warranty**
8. Heating, cooling, ventilating, plumbing, electrical and mechanical systems;
9. Appliances, fixtures or items of equipment;**-1 more yr. Call Whirlpool (Fields Appliances)**
10. Doors, trims, cabinets, hardware, insulation, paint, stains; and
11. Basement and other interior floating, ground-supported concrete slabs.

Appliance Information

The following information will be for your appliances in your home. You may have one of the three appliances in your home, the warranty information for these through the manufacture is listed below.

For questions or to schedule service please call the GE Appliances toll-free number, **800-432-2737** or website https://repair.geappliances.com/.
You would have a one year warranty left on your appliances.

For questions or to schedule service please call the Samsung Corporation toll-free number, **800-726-7864** or visit their website https://www.samsung.com/us/support/.
You would have a one or two year warranty left depending on appliance package you purchased with your home.

For questions or to schedule service please call the Whirlpool Corporation toll-free number, **866-233-8547** or email **IAService@Whirlpool.com**. Please be sure to reference your plan number (**Plan Number: S22593)** when contacting an authorized service company to avoid incurring unnecessary costs while covered by the extended limited warranty.
You would have a one year warranty left on your appliances.

Please visit the appliance manufactures website for all terms and conditions.

HVAC

Your HVAC is key to your comfort in your home in Central Florida's climate. The Villages Home Warranty office would like to take this opportunity to remind everyone that it is a good idea to have a regular maintenance agreement with the original installer of the equipment.

Regular maintenance of your home's heating and cooling system can optimize its efficiency, prevent future problems and help troubleshoot comfort issues. Scheduling off-season check-ups with a qualified heating and cooling professional will help keep your system running at peak performance and help prevent system failure during the heating and cooling season.

We also would like to make you aware of our Extended Service Plan on your builder installed refrigerant lines. The Villages will repair or replace your HVAC copper refrigerant lines if there is leaking/failure due to corrosion for 10 years from the original closing date of the home.

Specifically excluded from this Extended Service Plan would be any parts manufactured by the HVAC Company (i.e. Carrier). These parts would be covered under the Manufacturers warranty or extended warranty if purchased by the original homeowner under its terms.

Also specifically excluded from this Extended Service Plan would be any leaks caused by severe weather, lawn maintenance, other damage or some homeowner or their affiliates' action.

All request for work under the Extended Service Plan must go through The Villages Warranty Department so that the obligations of the manufacturers and installers can be maintained. All future service work not going through The Villages Warranty Department will void this Extended Service Plan.

The Villages Warranty Department (352) 753-6222